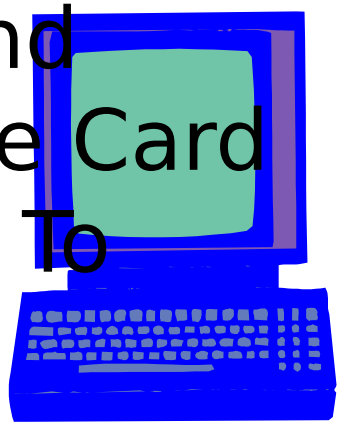
What Is C.A.R.E.?

- C.A.R.E. Customer Automation and Reporting Environment
- An Electronic Data Interchange (EDI) System Designed For Establishing, Maintaining, And Paying Government Purchase Card Accounts On-line (Computer To Computer)



Why C.A.R.E.?

- Increase Potential Rebates and Internal Savings
- Streamlines the Payment Process

EDI Data Flow

Legend
810 - Invoice
821 - Financial Information Reporting
997 - Functional Acknowledgement

Rebates

- Current Rebate Earned Through 30 Day Prompt Payment Rule-

  .57% Of Sales Volume

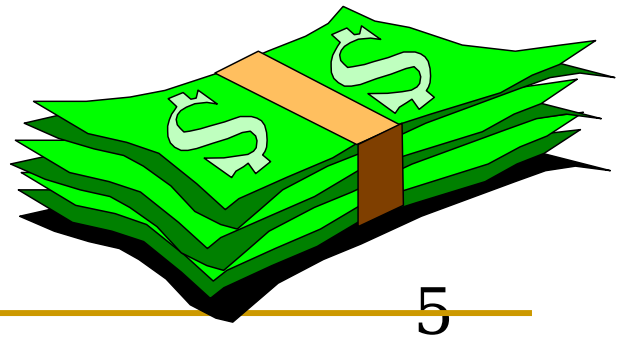
- Estimated Rebate To Be Earned Through CARE

  .93% Of Sales Volume

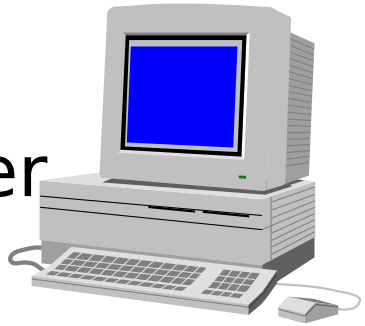
Internal Savings

- Current Costs To Pay Each Line Of Accounting- $21.25

- Estimated Cost To Pay Each Line Of Accounting Through C.A.R.E. EDI System- $3.26



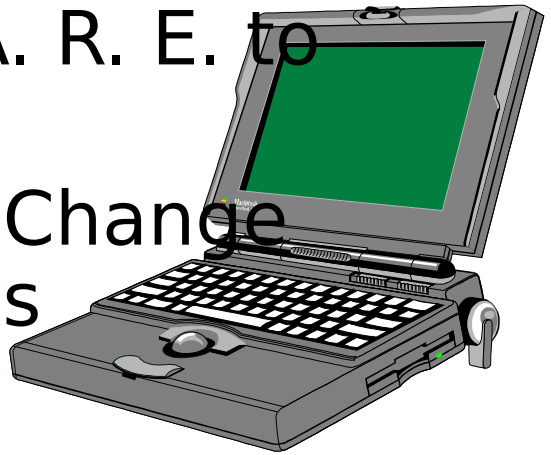
What Are The System Requirements?



- Windows 95, 98, NT, 4.0 or higher
  Memory: 32 MEG
- Processor speed: Pentium 210 MHZ or higher
- Netscape browser: 4.5 or higher
- Internet Explorer browser: Must be 4.01 or higher with 128 bit encryption
- 33.6 Modem or higher, or a LAN connection

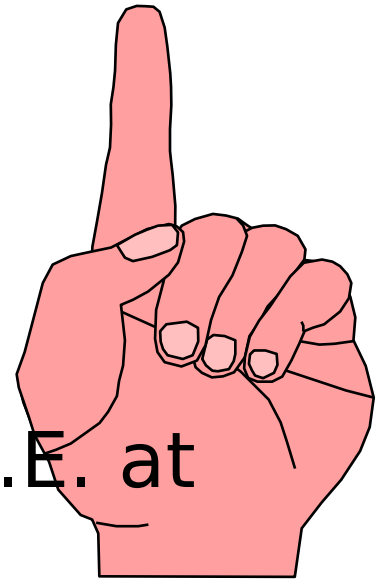
How Do I Access C.A.R.E.?

- Your Account Manager Will Provide an ID and Password for Billing and Alternate Billing Officials (BO/ABO)
- RMs May Request View Only Capabilities
- Cardholders Will Be Provided Instructions to Register in C. A. R. E. to obtain their ID and password
- BOs/ABOs Will Be Required to Change Their Passwords Every 30 Days



Password Requirements

- Must Be 8-12 Characters In Length- At Least One Numeric Character Required
- No Characters As &, %, $, #
- To maintain your USER ID and Password you must access C.A.R.E. at least once every six months



What If I Forget My Password?

- You Must Contact Us Bank To Have The Password Reset
- Us Bank 1-888-994-6722

Helpful Website

WEB-BASED TRAINING SITE AT

https://wbt.care.usbank.com

- Contact Your GPC Account Manager For A User ID/Password
- Technical Support (800) 254-9885

Certification Process

- Cardholder Transactions Can Be Approved Anytime During The Month In C.A.R.E.

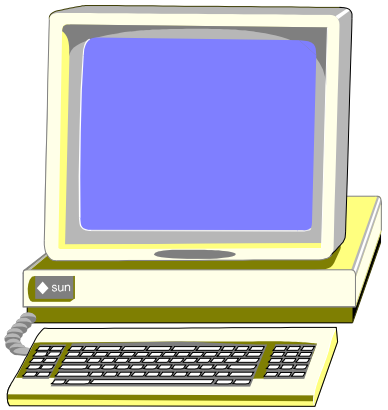
- BO/ABO Statements Can Only Be Approved After The End Of The Billing Cycle, 19th Day Of Each Month, unless the 19th falls on a Saturday or Sunday, then the cycle cutoff would be the previous Friday

Certification Process Cont'd

- All Cardholder Transactions Must Be Approved Before An BO/ABO Can Certify The Monthly Statement
- All Cardholder Transactions Must Be Approved Within 3 Business days Following The End Of The Billing Cycle.

Certification Process Cont'd

BO/ABO's must certify the entire statement within 5 business days of the statement closing date.



Dispute Functions

- Cardholders can use the dispute button in C.A.R.E. when a transaction appears that the cardholder did not make

- Cardholders should inform the vendor that products or services can not be charged until received

- If items are charged but not received cardholders can dispute the product or service using the Cardholder Statement of Questioned Item(s) (CSQI)

Dispute Functions Cont'd

- You must submit the Cardholder Statement of Questioned Item(s) (CSQI) form to U. S. BANK within 60 days from the billing cycle ending date. Once the 60-day time limit has past the government will be automatically be responsible for the charge regardless of the outcome

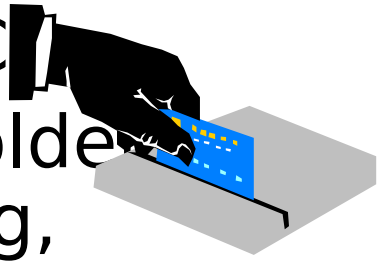
- You can obtain a copy of the CSQI at our web page. http://www.bragg.army.mil/www%2Ddoc/GovUser/GPC/PDF/bankform.pdf

- Complete the CSQI form to the best of your knowledge and fax it to U. S. BANK @ (701) 461-3466

The Dispute Process Cont…

- What items are not disputable?
  - **Rebates**: Rebates are credits awarded to individual GPC accounts for timely certification and approval. Rebates appear on the GPC statement in January, April, July, and October
  - **Taxes:** Cardholders should ensure that the merchant is informed that purchases using the GPC are tax-exempt. However, if tax is added to your bill and is not corrected at the time of the purchase, the cardholder CANNOT dispute taxes paid
  - **Shipping and handling:** Cardholders CANNOT dispute shipping and handling charges, so be sure to discuss these charges with the merchant
- If you have any questions regarding the dispute process please contact your account manager.

Alternate Lines Of Accounting



- Replaces the Need for Several GPC
- Example: Some Units Have Cardholde Whose GPCs Are Issued For Printing, Training, And Other Exclusive Purposes
- Cardholders Can Select Appropriate Lines of Accounting for Various Purchases
- Coordinate with RMs to set up Alternate Lines of Accounting